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## NPGA'S MISSION STATEMENT:

The mission of NPGA is to promote the safe and increased use of propane; to work for a favorable environment for propane production, distribution and marketing; and to serve as the principal voice of the propane industry.

## OUR STRATEGIC GOALS:

- To promote safety in the propane industry.
- To achieve favorable governmental actions on propane issues.
- To provide forums for communication within the industry.
- To anticipate and respond to challenges and opportunities that face our industry and members.



# letter from the chairman of the board

## Doug Auxier



Fellow members of NPGA:

It has been my distinct pleasure to serve you as the Chairman of our association for the past year. I've been involved in this industry for the last 25 years in all sorts of positions—as an association committee member, as a committee chairman, as a president of my state association, and now as chairman of NPGA. But most of all, I've been a volunteer helping to run an organization made up of thousands of men and women just like myself—a retail propane marketer serving along with suppliers, producers, distributors and manufacturers.

Over the last year, I've been to 38 meetings where I have been talking about the value of NPGA and what the benefit of a membership does for us. I've talked about the ongoing challenge of our supply infrastructure. We all know that increased secondary storage and more pipeline capacity can help solve our winter capacity issues, but to do this we have to get a year-around return on any infrastructure improvements. NPGA is working in Washington to get additional tax incentives so we can build more capacity. But the association can't do everything by itself. Each marketer, each wholesaler needs to plan ahead to handle these issues before a supply crisis occurs. We need to increase the year-around usage of our infrastructure. You also must use the capital incentives NPGA

worked hard to obtain from Congress to build the actual physical infrastructure. NPGA's work isn't a substitute for protecting your business by your own planning, investment, and forethought.

We have solidified our partnership with PERC, and the industry has a new version of CETP being released this year. I hope every marketer takes advantage of these products to promote our industry and train our people. I believe that it is vital to train our people to the highest level and continue recurrent training often.

Part of my job last year was to look at the big picture of the industry. But that's what all of us need to do. The average member of NPGA must recognize that propane is a global commodity, influenced by global trends. Our nation's energy needs will not decrease. In fact, it is projected that our energy demands will grow significantly as our modern economy improves and expands. But don't forget the rest of the world will be growing as well, forcing prices up as demand increases for portable energy products. The developing world is searching for affordable, adequate, easily transported, and clean energy sources that will allow its citizens to find a better life. Propane will be part of that solution. The increased foreign demands for propane mean that American demands will either be reduced or forced into a higher price. We as domestic American marketers spend a lot of time servicing our local customers. The rest of the world just doesn't register that high on our radar screens, but it should. Remember, we Americans are only 4% of the world's population—there are a lot of people who live elsewhere. Over the last year as chairman, I hope that I have expanded your thoughts about the global situation of propane and where we as an industry are going to be in seven, ten, or thirty years. All of us need to be aware that the growth in foreign demand for propane is in markets that are five or ten times bigger than ours.

My father founded the company I run, Auxier Gas in Batavia, Ohio. I try to give my many customers the best service I can. I hope that I've done the same in the last year for NPGA as the Chairman of this fine organization. I know looking ahead that I will be leaving the leadership of this organization in fine hands. As Chairman, I'm just a volunteer. I've volunteered for many positions in this industry because I wanted to give something back to the organizations that have made my business a success. I encourage you, my fellow NPGA member, to get more involved in your association. It pays off for you, me, and everyone else in the propane industry. All of us need to participate in leading this industry to greatness as this century unfolds.

It has been a distinct pleasure serving as your Chairman this year. Thank you very much.

A handwritten signature in black ink that reads "Doug Auxier". The signature is written in a cursive, flowing style.

Doug Auxier, Chairman of the Board

# letter from the president and chief executive officer

## Richard Roldan

Dear NPGA Member:

The vitality of any trade association is best measured by the value it creates for its members. By that standard, 2003 was a bellwether year for NPGA. Favorable outcomes on forklift emissions issues, pipeline reliability policies, and fundamental safety standards such as NFPA 58 are just a few examples of achievements that have saved every member of NPGA thousands of dollars.

Our membership retention rate of 97% -- an impressive total as compared to other trade associations-- illustrates that our members continue to believe that their membership in NPGA is still the best investment for their business. That confidence is further reflected in last year's 10% growth rate achieved by our industry's federal political action committee.

Our central goal for the upcoming year is to build on this record of success. NPGA will now focus on the next phase of our journey of transforming our association into a top-tier influence inside the nation's capital. PropanePAC will continue to be an essential part of our plan. Achieving a revised goal of \$200,000 will put the propane industry on par with the most influential PACs in the country.

We also intend to inaugurate a new program in the coming months aimed at raising the profile of the propane gas industry among Federal policy makers. The components of this program will include targeted advertising, intensive coalition building and high profile events to educate policy makers about the national benefits of the exceptional energy we provide. The combined result of these two programs will be to achieve the vision of making NPGA a powerhouse in the Washington lobbying community.

We also intend to add new programs to the current impressive matrix of member services. Our subject matter experts in safety education are about to launch a new initiative to further improve the Certified Employee Training Program. Our Member Services Committee and staff are examining the feasibility of an association insurance plan to provide employee benefit insurance at reasonable costs. We are committed to providing more value to you in 2004 and beyond.

NPGA's numerous achievements of the past year and those we anticipate in the future are not simply the product of a stable membership whose sole contribution is reflected in its dues investment. Rather these successes are the result of the willingness of our volunteer members to define and help implement initiatives through the numerous standing committees that are the backbone of our organization. I am abundantly confident that a sustained level of active member involvement will make the upcoming year more successful than the last.

With confidence in the future and great pride in the valuable work of our volunteers and staff, I remain,

Respectfully yours,



Richard Roldan, President and Chief Executive Officer



# membership

NPGA — you'll find it here



The 2004 Southeastern Convention and International Exposition was again the highlight of the propane industry's trade show circuit. Over 4,000 attended this year's show, the highest number in the past five years. Over 230 exhibitors filled Atlanta's massive Georgia World Congress Center with aisle after aisle of new valves, tanks, hoses, trucks, software, technology and information to keep the industry running smoothly. Don't miss the next Southeastern, April 2-5, 2005, in Atlanta. For more information, go to [www.NPGASoutheastern.com](http://www.NPGASoutheastern.com).

Above: Southeastern is the largest trade show in the industry.

NPGA is more than just an association of like-minded members of the same industry. You'll find at NPGA programs that can enhance the bottom line of your business. NPGA's value to you is also found in our industry safety and training commitment, plus through our education and networking programs which can't be found anywhere else in the industry. You'll also find at NPGA friends who understand your business. It's up to you to take full advantage of what your association membership can deliver to you every day – make the most of what you have at NPGA!

## MEMBERSHIP PROMOTION AND RETENTION IN 2003

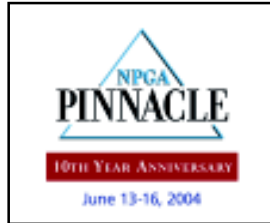
NPGA's first testimonial created under the "Testimonial Project" produced a bill stuffer for all state associations to use when sending dues invoices to marketers. The project's purpose is to remind members and educate non-members of the importance of an association. This bill stuffer includes a personal narrative of a NPGA member detailing why he joined NPGA and his state association and the benefits he gains from membership. This marketing piece will also be used in recruiting prospective members.

Participation in NPGA's credit card processing program continues to increase. There are over 400 member companies participating. The processing program is promoted on NPGA's Website and in *NPGA Reports*.

Staff also has started aggressively promoting HR University, an online member benefit, in the membership newsletter. By using their membership password on the NPGA Website, members can access an online personnel notebook, employment forms, and a monthly newsletter. Users of HR University can now submit questions about their personnel actions online.

## Pinnacle 2003 & Future Conferences

Did you attend Pinnacle 2003, held in festive New Orleans, Louisiana on June 1-4, 2003? The 2003 edition of the premier yearly NPGA member meeting was the best one yet held, according to attendees.



While Lou Holtz's dynamic speech opened the educational sessions, the closing general session two days later featured a stirring Mock Trial planned in cooperation with the propane litigation group of Stinson Morrison Hecker LLP. The Ritz-Carlton ballroom was transformed into the "Pinnacle Courtroom" as the Stinson attorneys recreated an actual liability trial for attendees using videotape excerpts and deposition testimony from industry expert witnesses. A jury made up of Pinnacle attendees and a sitting trial judge presided over the trial and rendered their verdict before a gallery of 200 participants.

Also, for the first time, state rebate funds issued from PERC were made available to make the conference more accessible to propane marketers. Before this 2003 Pinnacle conference, the PERC Council approved applications submitted by the Colorado and New Mexico propane gas associations to fund registration fees for marketers from those states. Other states may seek similar funding for Pinnacle 2004, as owners and managers actively begin to seek out more of the valuable educational opportunities offered each year at Pinnacle.

For more information about Pinnacle 2004 (and future Pinnacles), please visit [www.npga.org](http://www.npga.org). The NPGA Convention Committee will hold Pinnacle 2004 at the Ritz-Carlton in Naples, Florida, from June 13-16, 2004. Pinnacle 2005 will be held at the Westin Mission Hills Resort in Rancho Mirage, California, on June 5-8, 2005.

## 2004 Pinnacle Session Topics

### NPGA Annual Meeting and Board of Directors Meeting, Monday, June 14

#### General Session Speaker, Tuesday, June 15.

Frank Abagnale, whose life story was the basis of last year's hit movie *Catch Me If You Can*. Abagnale, who only accepts a few speaking invitations each year, talked about his captivating background and journey through life.

#### Supply Track Seminars, Tuesday, June 15

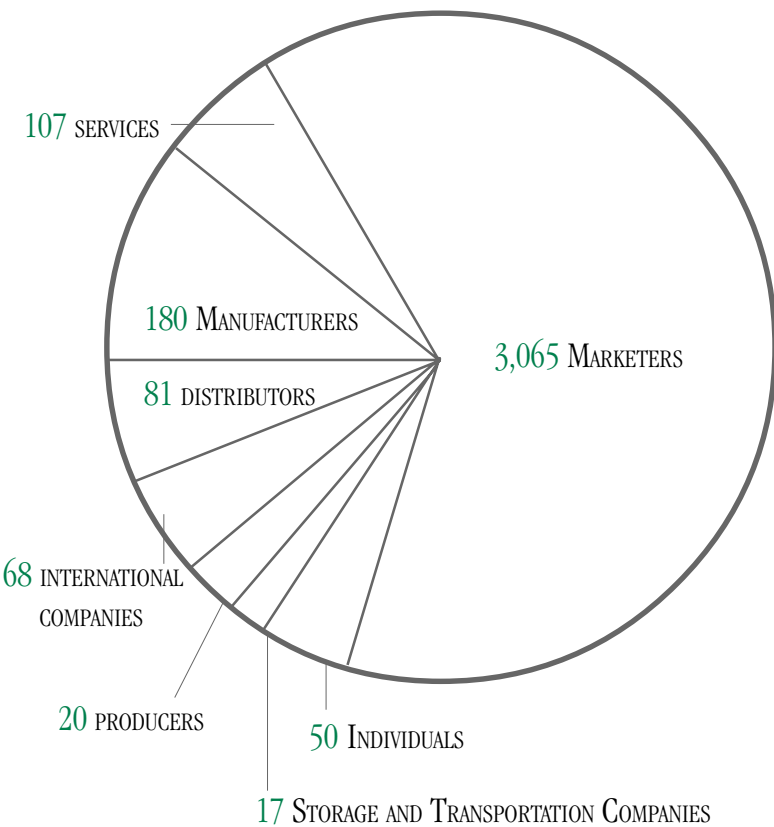
- Overview and Update of Global and U.S. Supply / Demand / Inventory and a Look Forward
- North Sea and Northwest Europe Impacts on U.S. East Coast Propane Supply
- International Marine Transportation: Another Factor in the U.S. Propane Supply
- Midwest and Canadian Supply and Logistics
- Northeast and Southeast Supply and Logistics

#### Educational Sessions, Wednesday, June 16

- Affordable Insurance: Is It An Oxymoron?
- How to Better Your Bottom Line With Global Positioning Systems and Integrated Routing Systems Technology: It's Easier Than You Think!
- Auditing Your Human Resources and Employee Practices
- New Technologies in Tank Monitoring—What You Don't Know Could Cost You
- Security Algebra: Does  $232 + 232A = 911$ ?
- Closing General Session: How To Effectively Manage a Propane Crisis: An Interactive Educational Experience

## U.S MEMBERS – 2003-2004

NPGA's membership count at the end of 2003 stood at 3,588 members, representing a total of 7,161 locations. Currently, membership includes 107 service companies, 81 distributors, 180 manufacturers, 68 international companies, 20 producers (including wholesalers), 17 storage and transportation companies, 50 individuals, and 3,065 marketers.



## NPG FOUNDATION SCHOLARSHIP FUND



The 2003-2004 academic year brought the National Propane Gas Foundation Scholarship Program to 140 happy recipients.

2004 marks the 10th year anniversary of the Foundation, which awarded \$72,000 last year in scholarships to students.

The National Propane Gas Foundation Scholarship Fund was established in 1994 by a committed group of energized volunteers. Its purpose is to foster educational opportunities for the children of NPGA member companies by offering scholarships to colleges or vocational/technical schools. The fund provides nonrenewable scholarships in the amounts of \$1,000 - \$2,000.

Scholarships are funded from Scholarship Fund endowments earmarked for that purpose and managed by the NPG Foundation. The only limit on the number of scholarships granted is the size of the endowment and the rate of interest that it generates. For additional information on the NPGF Scholarship Fund, or to apply online, visit [www.npga.org](http://www.npga.org).

Jinna Davis was appointed last year as the new manager for the scholarship program. She administers the program from NPGA's Downers Grove office and can be contacted at 630-769-1986 or [jdavis@npga.org](mailto:jdavis@npga.org).

## Did You Know?

### Association Insurance Plan

NPGA staff will be investigating the feasibility of constructing an association insurance plan. This plan could provide discount prices for dental, vision, long-term care, retirement, and employee benefits. NPGA staff should have an indication of the plan's feasibility by the June 2004 Board meeting.

## NPG FOUNDATION SCHOLARSHIP FUND DONORS (AWARD)

### PLATINUM PLUS

- AmeriGas (*AmeriGas*)
- Blossman Gas (*Bob & Linda Mayer*)

### PLATINUM

- Bertelsmeyer Children & Grandchildren (*Jim & Donna Bertelsmeyer*)
- Heritage Propane (*Heritage Propane*)
- Reifschneider/Ruhl Families/Manchester Tank and Equipment (*Mollie Reifschneider/Elaine Ruhl/Manchester Tank and Equipment*)
- Jenkins Gas (*John D. Jenkins*)
- North Carolina PGA (*Romaine G. Holt / NCPGA*)
- Suburban Propane (*Suburban Propane*)
- New Jersey PGA / Alvin E. Clayton (*New Jersey PGA / Alvin E. Clayton*)
- Mississippi PGA (*Mississippi PGA*)

### DIAMOND

- Dynegy, in memory of Elaine Ruhl (*Dynegy, in memory of Elaine Ruhl*)

### GOLD

- Patrice & Richard Bass (*James & Elizabeth Bass*)
- Ancient Gassers, Inc. (*Ancient Gassers, Inc.*)
- Trinity Industries (3) (*Trinity Industries*)
- Estelle Capps (*Jim Bertelsmeyer*)
- Esther Olson (*Robert Olson*)
- William Deal (*Maurice Deal*)
- Ancient Gassers / Butane-Propane News (*Ancient Gassers / Butane-Propane News*)
- Williams Energy (*Williams Energy*)
- NPGA Members (*Daniel N. Myers*)

### PLEGGED GOLD

- Young Gassers (*Young Gassers*)

The NPG Foundation Scholarship Fund provides scholarships to dependent children of NPGA-member company employees. Five special donor levels provide benefits to those who make contributions in these amounts:

Patron	\$1,000 to \$9,999
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Silver	\$10,000 to \$24,999
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Gold	\$25,000 to \$49,999
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Platinum	\$50,000 or more
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Platinum Plus	\$25,000, in addition to the initial \$50,000 Platinum donation
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The Mississippi Propane Gas Association donated \$50,000 to the NPGF Scholarship Fund in February 2004. (L to R: Walton Gresham, Laura Gresham, Naomi Cordill, Cindy Rutherford, Gwen Graeber, and Skip Graeber.)

# education

NPGA — the industry's technical resource



Members can put their Website link and company description on the NPGA Website for easy customer access. Go to [www.npga.org](http://www.npga.org), click on "Links", and then click on "Know a good link? Send it to us" to add your company information. It's an easy way to gain more public exposure for your company on the fastest-growing propane information source in the world.

Above: Pinnacle's education programs give you unique information to improve your business.

You will always find at NPGA a consistent and strident promotion of the safe use of propane. Our association entered into a partnership with PERC to improve the safety of the industry and better train our industry's employees. NPGA continues to serve as the industry's technical resource, helping to ensure that propane's high reputation for safety and training is enhanced.

## NPGA SAFETY & TRAINING PROJECTS

UPDATING OF CETP CONTENT: BOOKS 1-4 COMPLETED AND BOOKS 5-7 IN PROCESS

The NPGA Education, Training and Safety (ETS) Committee continues to work with PERC to ensure a successful release of the revised Certified Employee Training Program (CETP) Books 1-4. Program materials are expected to be made available in May 2004 to the industry for the 2004 training season.

The newly revised CETP certification areas 1 through 4 offer the propane industry an expanded and more comprehensive training curriculum than is currently available. The new training materials have task-specific instruction and certification areas that bring greater training flexibility to the propane industry. It has training modules that will be of interest to allied industries such as bulk transporters, plumbers, and recreational vehicle manufacturers and dealers.

At their December 2003 meeting, PERC approved beginning the first phase of CETP books 5-7 revisions, to be conducted under the direction of the ETS Committee. The first phase of work will include development of recommended curriculum maps and associated certification areas.

## ADMINISTRATION OF CERTIFICATION PROCESS

NPGA's ETS Committee continues to oversee the CETP certification, working with Industrial Training Services (ITS) as the third-party testing agency. The process of test administration includes ongoing monitoring of test results, regular analysis of test items and refinement of testing procedures and policies. The ETS Committee will also continue to work over the next year closely with PERC to develop additional certifications and explore alternative means of administering the certification examinations. Thousands of industry employees are certified via CETP each year. Currently, five states recognize or require CETP certification as part of a licensing or other statutory requirement.

## DEVELOPMENT WITH NFPA OF FIRE SAFETY ANALYSIS MANUAL

In order to assist the industry in complying with the requirements of the 2001 edition of NFPA 58, which lowers the threshold requirement for performing such an analysis to 4000 GWC, NPGA worked with NFPA and highly qualified engineers to develop the "Fire Safety Analysis" manual. This useful document provides a step-by-step analysis and checklist for use by propane marketers in preparing their written fire safety analysis/incident response plans.

## REVISING THE GAS CHECK<sup>®</sup> INSPECTION FORM AND TRAINING MANUAL

The work of NPGA has been completed on the GAS Check<sup>®</sup> program. The program is now 100% voluntary, with no pledge form or quarterly reporting required any longer. Draft revisions to the GAS Check<sup>®</sup> inspection form are in the process of being reviewed and improved.



## You'll find it here.

### Marketers' Management Forums

Interested in having a dozen well-trained consultants tell you their ideas on how to improve your business? The reinvigorated Marketers' Management Forums provide opportunities for marketers to search for new ideas by comparing business practices with other marketers who share the same challenges. This goal is accomplished by conducting 1 ½ day discussion sessions among participants, led by trained meeting facilitators familiar with the propane industry.

The discussion sessions, which are held three times per year (usually the third weekend in January, May, and September), are in small groups (10-12) guided by a comprehensive workbook and are constructed so that participants within each group do not compete directly in the marketplace.

For more information, contact NPGA's Baron Glassgow at 866-881-6309 or via e-mail at [bglasgow@npga.org](mailto:bglasgow@npga.org).

This revised form will both simplify the process and include additional information on newer types of installations.

## JOINT NPGA-PERC INDUSTRY PROJECTS

### RESOURCE CATALOG

NPGA and PERC worked for several months to bring the industry's fulfillment operations under one roof. On December 1, 2003, both organizations released the new *2004 Propane Industry Resource Catalog* combining the vast resources of PERC and the membership data of NPGA. While Aero Fulfillment continues to manage the logistical side of the catalog's sales and distribution, PERC and NPGA continue to work to improve the quality of the publication.

All items contained in the new catalog are now being offered at a reduced rate to NPGA members—price cuts as much as 25%. Additionally, there is now simply one low price that applies to everyone in the industry. Additional discounts are available if members order online, now that all handling charges are waived for orders obtained through the catalog's Internet site.

The new *2004 Resource Catalog* can be ordered by calling 866-840-1075 or found online at [www.propanecatalog.com](http://www.propanecatalog.com).

### DEVELOPING E-LEARNING TECHNOLOGIES

The ETS Committee continues to support PERC's efforts to provide CETP content online as an alternative delivery method to students and instructors. The program will assist in transferring the existing content to a blended learning format. This long-term initiative will help the industry realize substantial cost savings, promote



An experimental propane thermal defoliator is one of many projects you support through NPGA or PERC.

consistent learning and allow for more timely updates of material. The first phase of the e-learning program will encompass the material contained in the recently-revised "Basic Principles & Practices" and "Delivery Basics" books.

### CETP TRAIN-THE-TRAINER SESSIONS

To ease the transition to the updated and enhanced CETP materials, a series of orientation & administration sessions was sponsored by PERC. These programs offered state organizations, company managers, supervisors and employees and other industry stakeholders the opportunity to preview the new CETP material, review program administrative policies and reinforce the role of instructors, test proctors and sponsoring organizations. More than 125 individuals attended the sessions, which were held in Chicago, Ill., Denver, Colo., Reno, Nev., Nashville, Tenn., Newport, R.I., and Harrisburg, Pa.

## PROPANE EMERGENCIES PROGRAM

A second Industry Responder's Conference was held in July 2003 in Kansas City, Missouri. This unique forum provided the opportunity for industry leaders from across the country to share their experiences, response techniques, and communication strategies with others in similar emergency situations. Workshops covering rollover and recovery techniques were held, as well as classes for fixed facility emergencies. Attendees especially found the Crisis Communications seminar helpful.

## MONITORING AND UPDATING COMPLIANCE GUIDEBOOK MATERIAL

The Compliance Program is designed to help propane marketers operate in compliance and run their businesses in the safest manner possible. NPGA monitors federal regulations and updates the Guidebooks when new regulations are issued by government agencies. Written by people who know the issues the industry deals with everyday, these materials translate difficult technical text of the laws and regulations into clear and helpful information you can use to fully meet regulatory standards.

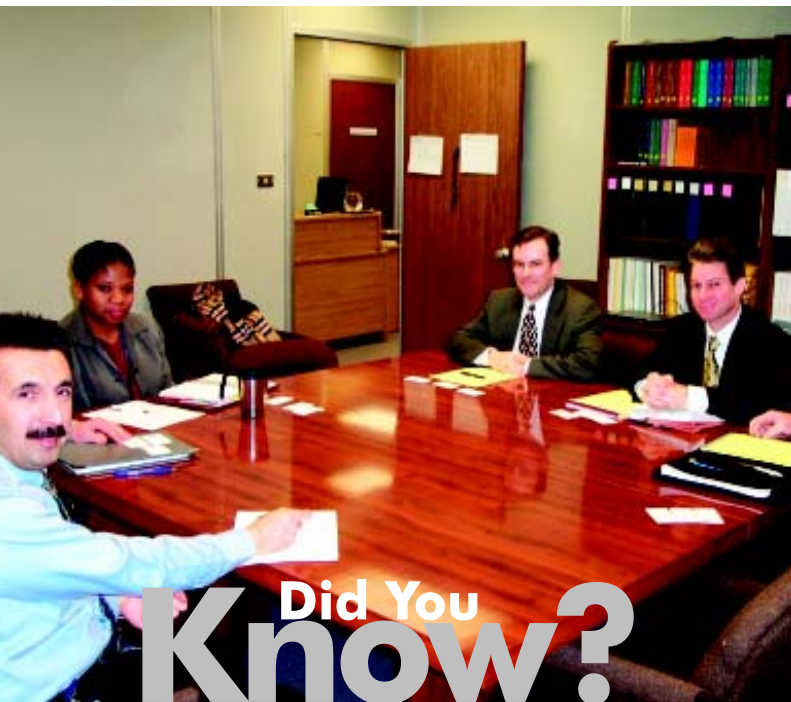
In 2003 alone, updates were issued on HAZMAT employee training, new regulations on cargo tank markings, security plan requirements, DOT cylinder requalification rules, and hours-of-service rules. You can find links to all Compliance Guide updates online at [www.npga.org](http://www.npga.org), under "Issues / Regulatory Links and Information."

## You'll find it here.

Members have access to HR University, a training and support system designed to provide members with easy-to-understand guidelines for employment issues in their companies. HR University provides guidelines for several human resources forms including timesheets, employment applications, requests for leave, sexual harassment and much more. You can also e-mail an HR expert with your HR questions. To use HR University, go to the Member's Only section of [www.npga.org](http://www.npga.org) and click on "HR University."

# advocacy

NPGA — winning victories for your business



NPGA is excited to announce a new partnership with the Cintas Corporation. Cintas offers highly specialized services to businesses of all types throughout North America. The company designs, manufactures, and implements corporate identity uniform programs, provides entrance mats, restroom supplies, promotional products, and first aid and safety products for over 500,000 businesses nationwide. NPGA members will receive special program pricing on select items when they use Cintas' services.

Above: NPGA Vice President Phil Squair and Regulatory Director Mike Caldarera meet with DOT regulators.

NPGA is the voice of the propane industry in Washington. From Capitol Hill committee rooms to Federal department offices, NPGA's staff are there to represent your interests to elected officials and regulators. You'll find us pushing for legislative action to help the industry and working to keep new regulations reasonable and cost-effective.

## LEGISLATIVE

### TAX CODE CHANGES BENEFIT MEMBERS

NPGA fought for and won a change in the Federal tax code last year that raised the amount of money businesses can write off or expense immediately for capital expenditures. The new \$100,000 per year expensing limit reduces the cost of capital for members who want to expand their business through the purchase of new equipment.

NPGA also won its fight to include in the tax code a change to allow businesses to take a 50% depreciation deduction for new business equipment in the first year of purchase. On a single company's capital expenditures of \$100,000, this can equate to \$6,000 in savings.

### NPGA'S ENERGY BILL PROVISIONS

NPGA was deeply involved in advocating a number of important amendments to the comprehensive energy bill slowly working its way through Congress this session. Today, in the Senate's version of the legislation, NPGA's advocacy helped to include tax incentives for propane used as an alternative motor fuel, as well as incentives for consumers to purchase alternatively fueled vehicles. NPGA's lobbying also helped gain an amendment to last year's version of the bill updating the tax code to allow mutual funds to purchase the stock of publicly traded

partnerships (PTPs) or master limited partnerships (MLPs). This provision would significantly help covered NPGA members find more capital to expand their businesses, hire more workers, and give better value to their investors.

### NEW HOURS-OF-SERVICE REGULATIONS FACE ROLLBACK

NPGA initiated in late November 2003 a national grassroots campaign to seek relief from the new hours-of-service regulations. The goal of the “Return to the Flexible 15!” campaign is to return to the previous system of handling on-duty time which allowed 15 hours for drivers and the ability to extend the end-time to account for a driver’s breaks. The campaign has generated an impressive 6,000 individual letters to Congress.

Rep. Tom Petri (R-WI), chairman of the Highway, Transit, & Pipeline subcommittee, has promised to hold hearings on the HOS issue later this spring.

### REGULATORY

#### HM-213 TRUCK CONSTRUCTION AND MAINTENANCE VICTORY

NPGA scored a huge victory in 2003 over DOT in their HM-213 rulemaking which revises the construction and maintenance requirements for our trucks. NPGA stopped DOT from mandating that new rear bumpers protect all rear valves and fittings, which would likely have resulted in costly new cage-like enclosures for all bobtails. DOT also agreed with NPGA’s request to revise leak test requirements following maintenance. If not revised to include the LPG exception, this provision alone would have resulted in an additional cost impact on the propane industry of nearly \$13 million—or about \$565 per bobtail. All of NPGA’s hard work to convince DOT



## You’ll find it here.

The NPGA Credit Card Processing Program is an exclusive service for NPGA members. The program helps members save on processing costs and improve cash flow. For more information, download a brochure at [www.npga.org](http://www.npga.org) by clicking on “Membership Information,” then click on “NPGA’s Credit Card Processing Program”. For a free analysis of your credit card processing program, call 1-888-697-8831 or e-mail [info@npga.org](mailto:info@npga.org).

regulators to change their original HM-213 rule proposal resulted in over \$50 million in total savings to the propane industry—or about \$1,800 per bobtail.

## CALIFORNIA FORKLIFT BAN ELIMINATED

NPGA worked closely with the Western PGA, the Propane Vehicle Council, and PERC in early 2003 to persuade the California Air Resources Board (CARB) to eliminate their proposal to ban propane forklifts under the guise of emissions control. That would have meant the loss of over \$825 a year in fuel sales per forklift. In the last five years, total California forklift sales have been 32,335 units. If the rule had been enacted, it was widely feared that other states would have followed. The collaborative effort to eliminate this damaging proposal saved the industry over \$90 million in California alone, and countless millions more nationwide.

## CODES AND STANDARDS

### DEFEATED CHEMICAL GRADE PIPING PROPOSAL IN NFPA 58

NPGA defeated a proposal to NFPA 58 which would have required expensive “chemical plant grade” piping, materials and fabrication methods to be used when constructing bulk plants. If this proposal had been implemented, the cost to purchase piping and materials would have risen by at least 25%. On a \$50,000 estimated materials and fabrication cost per each newly constructed bulk plant, this proposal would have added \$12,500 more to the final bill.

### UNDERGROUND PIPING CHANGES IN NFPA 58-2004

NPGA was very successful in obtaining favorable regulations within the new NFPA 58 relating to the depth to which metallic piping must be buried. Not only was

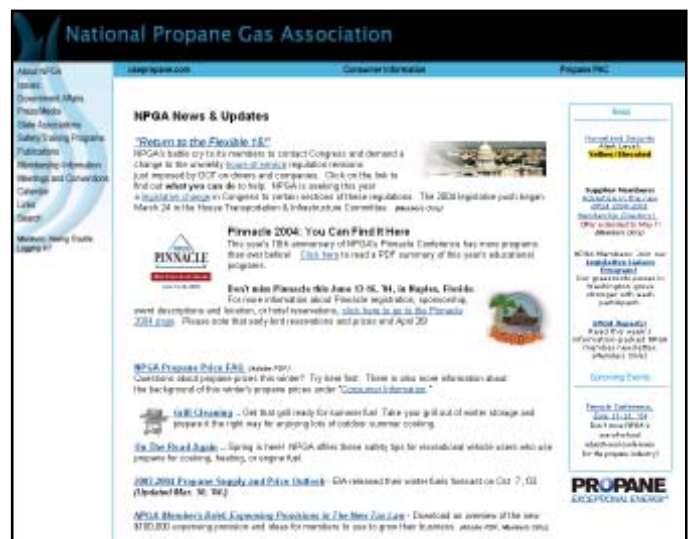
NPGA successful in convincing the NFPA committee to favorably interpret the existing rule to the industry’s benefit, NPGA representatives persuaded the committee to change the code to require burial to 12 inches, unless the potential for damage due to digging or vehicular traffic justified burial to 18 inches.

## COMMUNICATIONS

### NEW NPGA WEBSITE

NPGA members and the general public now have a new Internet resource to use to discover the latest association news or information about our product and our work in Washington, D.C. After six months of development, a new [www.npga.org](http://www.npga.org) was launched in October 2003.

Along with much more attractive graphics, the new NPGA Website contains more information, better organization, and easier use than the old site, last revamped in 1999. The new site has a much more extensive Member’s Only



You can find much at NPGA’s website, [www.npga.org](http://www.npga.org). Regulatory information, current news from Washington, and much more awaits you online.

area and a complete listing of all current legislative and regulatory issues being handled by NPGA's staff. The Website also contains all publicly available NPGA publications, archives, and back issues of the member newsletter to 2002.

The Website was the focus of the "Flexible 15!" hours-of-service (HOS) grassroots campaign targeting Congress. NPGA members could go to a password-protected area of the site to download letters which they could send to their representatives, urging them to return on-service hours flexibility to the HOS regulations.

The Website was also the only place on the Internet tracking all state hours-of-service waivers, which merited the attention of the U.S. Department of Energy. DOE informed state energy officials in January 2004 that NPGA's Website was the most comprehensive collection of these notices found anywhere.

### ***eFAX REPORT EXPANDS INTO NPGA REPORTS***

Along with a new Website, NPGA also launched a new weekly membership newsletter in the past year. The first edition of *NPGA Reports* was sent to the membership in January 2004. The new newsletter is twice the size of the old *eFAX Report*, which was rapidly becoming obsolete as NPGA's activities expanded in Washington. The new publication includes the special "Window on Washington" section, the only national news source focusing on propane issues in the Nation's Capital. If you are looking for a back issue, all NPGA publications since 2002 are archived online in the Member's section of [www.npga.org](http://www.npga.org).



## **You'll find it here.**

Your association membership also gives you a weekly subscription to *NPGA Reports*. This weekly member-only newsletter is packed with inside information about the latest regulation from Washington, news from the U.S. Department of Energy about the nation's propane supply, and other political news that will affect your business decisions. *NPGA Reports* also includes a look at current safety and technical dockets, quick explanations about common consumer questions, and news about NPGA and the industry that can only be found within its weekly pages. Look for *NPGA Reports* each Wednesday in your e-mail inbox or on your fax machine!

# NPGA financial statement

## Consolidated Statement of Financial Position

February 29, 2004

	NPGA	NPG Foundation	Consolidating Eliminations	Total	2003
<b>ASSETS</b>					
CASH AND CASH EQUIVALENTS	\$396,906	\$47,620		\$444,526	\$1,054,939
LESS CUSTODIAL ACCOUNTS	(91,060)	(65,594)		(156,654)	(93,558)
NET CASH AND CASH EQUIVALENTS	305,846	(17,974)		287,872	961,381
INVESTMENTS	3,210,298	1,389,160		4,599,458	3,561,121
ACCOUNTS RECEIVABLE	654,802	1,200	(\$16,216)	639,786	771,351
PREPAID EXPENSES AND OTHER ASSETS	122,934			122,934	325,480
DEFERRED CONVENTION EXPENSES	92,259			92,259	241,584
INVENTORY	-			-	506,814
PROPERTY & EQUIPMENT, NET OF ACCUMULATED DEPRECIATION	118,004			118,004	139,492
DEPOSITS	32,294			32,294	32,294
<b>TOTAL ASSETS</b>	<b>\$4,536,437</b>	<b>\$1,372,386</b>	<b>(\$16,216)</b>	<b>\$5,892,607</b>	<b>\$6,539,517</b>
<b>LIABILITIES AND NET ASSETS</b>					
ACCOUNTS PAYABLE AND ACCRUED EXPENSES	\$245,594	\$15,016	(\$16,216)	\$244,394	\$510,086
ACCRUED PAYROLL, SEVERANCE AND RELATED EXPENSES	41,750			41,750	323,007
ACCRUED PENSION	297,301			297,301	314,642
ACCRUED SUBLEASE EXPENSE	253,148			253,148	-
DEFERRED REVENUE:					
DUES	1,654,829			1,654,829	1,786,584
CONVENTIONS	489,526			489,526	545,144
OTHER	22,767			22,767	-
<b>TOTAL DEFERRED REVENUE</b>	<b>2,167,122</b>			<b>2,167,122</b>	<b>2,331,728</b>
<b>TOTAL LIABILITIES</b>	<b>3,004,915</b>	<b>15,016</b>	<b>(\$16,216)</b>	<b>3,003,715</b>	<b>3,479,463</b>
<b>NET ASSETS</b>					
UNRESTRICTED NET ASSETS	1,531,522	25,215		1,556,737	1,845,941
TEMPORARILY RESTRICTED NET ASSETS				-	
PERMANENTLY RESTRICTED NET ASSETS		1,332,155		1,332,155	1,214,113
<b>TOTAL NET ASSETS</b>	<b>1,531,522</b>	<b>1,357,370</b>	<b>-</b>	<b>2,888,892</b>	<b>3,060,054</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$4,536,437</b>	<b>\$1,372,386</b>	<b>(\$16,216)</b>	<b>\$5,892,607</b>	<b>\$6,539,517</b>

**Note:** Data is unaudited at time of printing.

## Consolidated Statement of Activities

Year Ended February 29, 2004

	NPGA	NPG Foundation	Consolidating Eliminations	Total	2003
<b>CHANGES IN UNRESTRICTED NET ASSETS</b>					
REVENUE AND SUPPORT:					
MEMBERSHIP DUES	\$2,276,625			\$2,276,625	\$2,207,519
CATALOG SALES	1,325,385			1,325,385	1,737,188
SOUTHEASTERN CONVENTION	836,079			836,079	784,515
PINNACLE	285,353			285,353	263,660
NORTHEASTERN CONVENTION	-			-	126,395
PERC DOCKET REVENUE	427,362			427,362	-
OTHER INCOME	353,390			353,390	82,601
STATE ASSOCIATION ADMINISTRATION FEES	125,973			125,973	115,814
INVESTMENT EARNINGS, NET OF INVESTMENT FEES	19,540	(2,097)		17,443	50,248
CONTRIBUTIONS		11,370		11,370	26,275
FUND RAISING EVENTS		30,950		30,950	60,745
NET ASSETS RELEASED FROM RESTRICTION		70,500		70,500	67,334
<b>TOTAL REVENUE</b>	<b>5,649,707</b>	<b>110,723</b>	<b>-</b>	<b>5,760,430</b>	<b>5,522,294</b>
EXPENSE:					
PROGRAM SERVICES:					
CATALOG	833,390			833,390	1,221,732
GOVERNMENTAL AFFAIRS	430,046			430,046	568,257
COMMUNICATIONS AND MEMBER SERVICES	332,330			332,330	305,460
SOUTHEASTERN CONVENTION	355,655			355,655	347,519
PINNACLE	231,740			231,740	151,916
NORTHEASTERN CONVENTION	25			25	97,438
PERC DOCKET EXPENSE	427,362			427,362	-
SAFETY, EDUCATION, STANDARDS	69,735			69,735	96,112
OTHER EXPENSE	109,797			109,797	-
GENERAL & ADMINISTRATIVE	2,341,427			2,341,427	2,231,308
SCHOLARSHIPS		70,500		70,500	71,000
<b>PROGRAM SERVICES EXPENSE</b>	<b>5,131,507</b>	<b>70,500</b>	<b>-</b>	<b>5,202,007</b>	<b>5,090,742</b>
SUPPORTING SERVICES:					
GOVERNANCE	246,073			246,073	110,628
STATE ASSOCIATION ADMINISTRATION	45,401			45,401	32,732
MANAGEMENT AND GENERAL	244,642	34,251		278,893	385,526
<b>SUPPORTING SERVICES EXPENSE</b>	<b>536,116</b>	<b>34,251</b>	<b>-</b>	<b>570,367</b>	<b>528,886</b>
FUND RAISING EVENTS		13,841		13,841	25,475
<b>TOTAL EXPENSE</b>	<b>5,667,623</b>	<b>118,592</b>	<b>-</b>	<b>5,786,215</b>	<b>5,645,103</b>
CHANGE IN UNRESTRICTED NET ASSETS FROM OPERATIONS	(17,916)	(7,869)	-	(25,785)	(122,809)
UNREALIZED INVESTMENT EARNINGS	87,573	3,101		90,674	(95,076)
CHANGE IN NET ASSETS BEFORE NON-RECURRING EVENTS	69,657	(4,768)	-	64,889	(217,885)
GAIN ON SALE - PERC				-	1,600,000
RELOCATION & SEVERANCE EXPENSES	12,354			12,354	(668,259)
DEFINED BENEFIT EXPENSE	17,341			17,341	(259,186)
NET LOSS ON SUBLEASE OF OFFICE SPACE	(383,788)			(383,788)	-
<b>CHANGE IN UNRESTRICTED NET ASSETS</b>	<b>(284,436)</b>	<b>(4,768)</b>	<b>-</b>	<b>(289,204)</b>	<b>454,670</b>

## Consolidated Statement of Activities

Year Ended February 29, 2004

	NPGA	NPG Foundation	Consolidating Eliminations	Total	2003
<b>CHANGES IN TEMPORARILY RESTRICTED NET ASSETS</b>					
CONTRIBUTIONS AND DUES				-	5,339
FUNDRAISING EVENT INCOME				-	-
NET INVESTMENT EARNINGS				-	29,938
UNREALIZED LOSS ON INVESTMENTS				-	(61,169)
NET ASSETS RELEASED FROM RESTRICTION				-	(67,334)
CHANGES IN TEMPORARILY RESTRICTED NET ASSETS	-	-	-	-	(93,226)
<b>CHANGES IN PERMANENTLY RESTRICTED NET ASSETS</b>					
CONTRIBUTIONS		71,465		71,465	25,000
NET INVESTMENT EARNINGS		20,836		20,836	1,649
UNREALIZED GAIN/(LOSS) ON INVESTMENTS		96,241		96,241	(3,373)
NET ASSETS RELEASED FROM RESTRICTION		(70,500)		(70,500)	-
CHANGES IN PERMANENTLY RESTRICTED NET ASSETS	-	118,042	-	118,042	23,276
CHANGE IN NET ASSETS	(284,436)	113,274	-	(171,162)	384,720
NET ASSETS, BEGINNING OF YEAR	1,815,958	1,244,096		3,060,054	2,675,334
NET ASSETS, END OF YEAR	\$1,531,522	\$1,357,370	\$0	\$2,888,892	\$3,060,054

# PropanePAC financial statements

## Statement of Financial Position

	December 31,	
	2003	2002
<b>ASSETS</b>		
CASH-CHECKING ACCOUNT	\$92,972	\$18,373
ACCOUNTS RECEIVABLE	37,807	-
TOTAL ASSETS	\$130,779	\$18,373
<b>LIABILITIES AND NET ASSETS</b>		
DUE TO NPGA	\$24,340	\$2,950
TOTAL LIABILITIES	24,340	2,950
TOTAL NET ASSETS	106,439	15,423
TOTAL LIABILITIES AND NET ASSETS	\$130,779	\$18,373

## Statement of Activities

	December 31,	
	2003	2002
<b>REVENUE AND SUPPORT</b>		
CONTRIBUTIONS RECEIVED	\$123,260	\$98,526
TOTAL REVENUE AND SUPPORT	123,260	98,526
<b>EXPENSES</b>		
CONTRIBUTIONS PAID	32,250	121,500
BANK FEES	(6)	31
TOTAL EXPENSES	32,244	121,531
CHANGE IN NET ASSETS	91,016	(23,005)
NET ASSETS AT BEGINNING OF YEAR	15,423	38,428
NET ASSETS AT END OF YEAR	\$106,439	\$15,423

# NPGA staff

## Washington Headquarters

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President and Chief Executive Officer

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Vice President, Finance and Administration

**Michael G. Troop**  
Vice President, Legislative Affairs

**Susan J. Spear**  
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Senior Technical Advisor

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Director, Legislative Affairs

**Denise Beach**  
Codes and Standards Engineer

**Jinna Davis**  
Manager, Foundation Scholarships & Education Programs

**Helen Kim**  
Manager, PropanePAC

**Subramanyam (Sibu) Ramamurthy**  
Accounting Manager

**Bree A. Raum**  
Manager, Membership Services

**Darlene Hawk**  
Executive Assistant to the President

**Ryan A. Carroll**  
Legislative Assistant

**Ashley M. Ruch**  
Office Coordinator

**Yili Shao**  
Staff Accountant

## Field Directors

New England District

**Judy Taylor**, 603-544-2226, jtaylor@npga.org

East Central District

**Diana Price**, 859-885-3083, dianaprice@msn.com

Western District

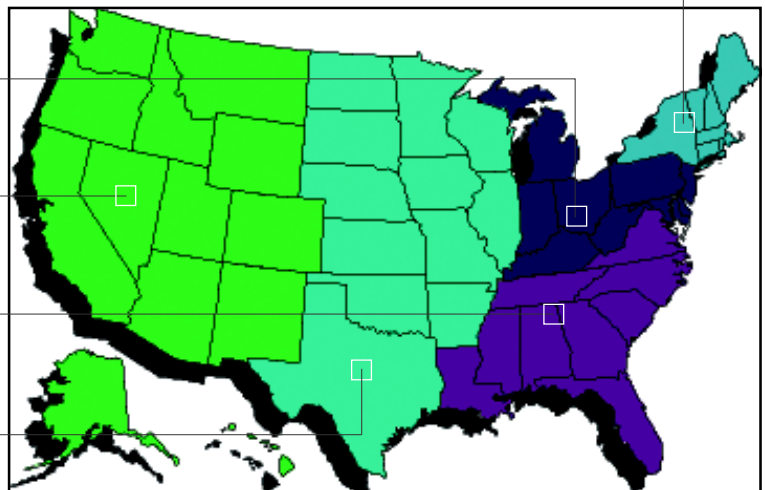
**Baron Glassgow**, 866-881-6309, bglassgow@npga.org

Southeastern District

**Chuck Brandon**, 678-290-8262, npgasoutheastern@msn.com

Central States

**Sarah Carlisle**, 303-882-6161, sarahcarlisle@msn.com



# board of directors



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Doug Auxier  
Auxier Gas Inc.  
Batavia, OH



## NPGA Chairman-Elect

J. Nutie Dowdle  
Dowdle Gas Co. Inc.  
Columbus, MS



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Georgia Gas Distributors  
Atlanta, GA



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Rutherford Equipment Inc.  
Conyers, GA

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Allied Propane Service  
Richmond, CA

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Arrow Tank & Engineering Co  
Coon Rapids, MN

Dale Wade  
Marshall Gas Controls  
San Marcos, TX

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Houston, TX

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Houston, TX

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BP Products North America Inc.  
Warrenville, IL

William E. Cornell  
Sea-3 Inc.  
Houston, TX

Thomas H. Pielech  
Devon Gas Service LP  
Oklahoma City, OK

Monte Rockow  
CHS Inc.  
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Global Gas Inc.  
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Chairman, Tom Harper  
Texas Eastern Products Pipeline Co.  
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